



AVANTA
MEDICAL INFORMATION SYSTEMS

FAX

AUGUST 18, 2004

ProxyMed and Aetna Claims

ProxyMed is responsible for verifying data files are complete, converting received claims to the ANSI 4010 format, and forwarding these claims to the individual payers. We have recently been informed that ProxyMed is rejecting some if not all Aetna (60054) claims. The rejection will come through on the Proxymed Daily report as follows: PATIENT SIGNATURE SOURCE CODE MISSING/INVALID.

The reason for this rejection is that Aetna has recently started requiring a new data field in certain circumstances. The electronic format Avanta currently uses to transmit claims to ProxyMed does not support this new data field. Consequently, claims are being rejected by ProxyMed for this payor because of missing or invalid data. Although not all Avanta clients are having a problem, we suggest you check your ProxyMed reports carefully for this rejection. If your Aetna claims are being rejected by ProxyMed for this reason, we recommend submitting these claims on paper until further notice.

Avanta is currently in discussions with another clearinghouse to provide an option for submission of your third-party electronic claims. We'll keep you posted on our progress in this area.



And Make A Call To Help Us All

Avanta asks that you please do not move or switch office equipment, such as terminals, keyboards, and printers. Doing so without Avanta's assistance may cause problems that are difficult for us to diagnose, as we may not have all the information regarding how

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the equipment was moved. If you plan to add equipment such as a printer or PC terminal keep in mind that it will need to be configured which will require the expertise of an Avanta support specialist.

If you are experiencing hardware difficulty with or are planning to move or add new office equipment related to your Avanta system, please call us first. It's an easy first step to avoiding any hardware headaches.

FREE Avanta Seminar New Payment Posting Program EXTRA DAY JUST ADDED!

This next free seminar will review the new Payment Posting Program that will be added to your system on your next Avanta update. This new program expands on the current Payment Posting Program allowing you to post insurance payments, write-offs, and memos, and will run concurrently with the existing payment posting program. The Payment Posting Seminar will examine in detail the features and functions of this new program, and review the automatic EOB posting program.

For your convenience, Avanta will offer **SIX** free sessions at two separate locations over **THREE** days. The locations that have been selected for this seminar include our office in Agoura Hills and the Cedars Sinai Building in Los Angeles. Morning and afternoon sessions are available at our office on Tuesday, September 14th at the Cedars Building on Wednesday, September 15th and back at our office on Thursday, September 16th.

Please contact an Avanta Support Specialist to RSVP. As space is limited, a 48-hour cancellation notice is required. If you are unable to attend our seminars, private training can be scheduled at your office for our normal fee.

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